

DEALING POSITIVELY WITH CONFLICT



Delivery: Face-to-face
(recommended) or Virtual



Duration: Half or Full day



Maximum Participants: 12



Recommended for:
Leaders and team members
seeking to build their
workplace skills



Fully Pre-qualified on:
buy.nsw Supplier Hub,
VendorPanel and AusTender



Develop the skills and confidence to manage conflict to ensure positive outcomes for team performance and culture

The goal of successful conflict management is not its elimination, but to reduce its harmful effects and unlock the positive benefits. Your team members can achieve this by gaining an understanding of conflict drivers and developing the skills and techniques to manage different situations that arise and how best to respond.

Turn the challenges of conflict into a positive for your team.

WORKSHOP CONTENT

This workshop enables participants to understand the different types of conflict and the benefits of generating constructive debate, new ideas and a dynamic team environment. The workshop focuses on three areas:

Understanding Conflict - defining conflict situations, identifying sources of conflict/challenge, understanding different perspectives, reading a situation and conflict indicators, how values and motivations influence behaviour, conflict management styles

Communicating Positively and Effectively - the power of language and active listening in minimising conflict, using the right questions to uncover needs, assertive vs. aggressive communication, thinking professionally not personally, planning your approach, tackling objections

Resolving Conflict - managing conflict and maintaining relations, flexible resolution skills

LEARNING OUTCOMES

Upon completion of this workshop, participants will be able to:

- Recognise the different types of conflicts and why it can be a positive influence
- Approach a conflict situation with a toolkit of positive actions to deliver more constructive outcomes
- Understand the physiological responses to conflict and how this influences the behaviour we choose
- Identify steps to navigate a difficult conversation
- Develop an approach to address conflict within teams
- Identify their preferred conflict management style in addition to other styles, and when to use them
- Recognise constructive and destructive responses in managing conflict

NSW CAPABILITY FRAMEWORK ALIGNMENT

- Personal Attributes
- Relationships
- Results
- People Management

RELATED WORKSHOPS AVAILABLE:

- Having Difficult Conversations
- Conducting Performance Reviews
- Effective Communication Skills
- Strategic Leadership and Management
- Building Resilience

“Engaging trainer and the content was clear, interactive and informative.”
Health Professional Councils Authority